

2022 Business Workforce Survey Results



**The
Business
Council**



**Empire State
Development**

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**Department
of Labor**

JUNE 2022

Overview

In March 2021, The Business Council teamed up with the New York State Department of Labor to survey thousands of businesses on the challenges and needs in a world deeply changed by COVID. The results continue to shape workforce development practices and policy from the P-12 system to higher education and among training providers across New York State.

In May 2022, the Department of Labor partnered again with The Business Council and with Empire State Development and the Regional Economic Development Councils to gather real-time feedback on the state of the workforce and the needs of businesses in 2022.

As with the previous survey, most survey questions were optional, but businesses were encouraged to answer as many as possible. Percentages listed represent a percentage of the total participants for that individual question, not all survey participants.

In total, **3,700 unique businesses** responded to the survey, representing **16,150** business locations that employ nearly **540,000** workers (representing a median of 32 full- or part-time individuals per business). The breakdown of region and major industry group is below.

Region	Responses	Industry (Statewide)	%
Capital District	575	Accommodation and Food Services	6%
Central New York	613	Administrative and Waste Services	3%
Finger Lakes	739	Agriculture, Forestry, Fishing, and Hunting	2%
Hudson Valley	469	Arts, Entertainment, and Recreation	3%
Long Island	563	Construction	9%
Mohawk Valley	306	Educational Services	5%
New York City	538	Finance and Insurance	2%
North Country	459	Health Care and Social Assistance	17%
Southern Tier	532	Information	1%
Western New York	902	Management of Companies and Enterprises	<1%
		Manufacturing	19%
		Mining	<1%
		Other Services (Except Public Administration)	8%
		Professional, Scientific and Technical Services	6%
		Real Estate and Rental and Leasing	2%
		Retail Trade	6%
		Transportation and Warehousing	3%
		Utilities	<1%
		Wholesale Trade	4%

Digital Automation

In the next 12-24 months, **26% of businesses statewide** are considering implementing some form of **digital automation**. Examples include:

- Material requirements planning (MRP)
- Enterprise resource planning (ERP)
- Customer relationship management (CRM)
- Workflow process
- Fleet management
- Online ordering
- Inventory control

Industry	Manufacturing / Construction	Health Care	All Other Industries
Yes	27%	29%	25%
No	73%	71%	75%

Region	Capital Region	Central NY	Finger Lakes	Hudson Valley	Long Island
Yes	28%	28%	30%	29%	34%
No	72%	72%	70%	71%	66%

Region	Mohawk Valley	New York City	North Country	Southern Tier	Western NY
Yes	27%	33%	20%	28%	28%
No	73%	67%	80%	72%	72%

Robotic Automation

In the next 12-24 months, **9% of businesses statewide** are considering implementing some form of **robotic automation**. Examples include:

- Robotic welding
- Production line
- Palletizers
- Cobots/robot arms
- Computer Numerical Control (CNC) machinery
- Loading/unloading

Industry	Manufacturing / Construction	Health Care	All Other Industries
Yes	18%	3%	6%
No	82%	97%	94%

Region	Capital Region	Central NY	Finger Lakes	Hudson Valley	Long Island
Yes	7%	9%	11%	7%	9%
No	93%	91%	89%	93%	91%

Region	Mohawk Valley	New York City	North Country	Southern Tier	Western NY
Yes	5%	7%	6%	7%	10%
No	95%	93%	94%	93%	90%

Space Needs (in next 12-24 months)

All Industries	2021	2022
Reducing physical footprint	7%	5%
Increasing physical footprint	17%	21%
Stay the same	76%	60%
Undecided		14%

Capital Region

Reducing physical footprint	6%
Increasing physical footprint	23%
Stay the same	60%
Undecided	11%

Central NY

Reducing physical footprint	4%
Increasing physical footprint	25%
Stay the same	58%
Undecided	14%

Finger Lakes

Reducing physical footprint	3%
Increasing physical footprint	24%
Stay the same	59%
Undecided	14%

Hudson Valley

Reducing physical footprint	5%
Increasing physical footprint	22%
Stay the same	58%
Undecided	14%

Long Island

Reducing physical footprint	6%
Increasing physical footprint	27%
Stay the same	51%
Undecided	16%

Mohawk Valley

Reducing physical footprint	6%
Increasing physical footprint	27%
Stay the same	55%
Undecided	13%

NYC

Reducing physical footprint	6%
Increasing physical footprint	21%
Stay the same	54%
Undecided	19%

North Country

Reducing physical footprint	7%
Increasing physical footprint	19%
Stay the same	66%
Undecided	9%

Southern Tier

Reducing physical footprint	5%
Increasing physical footprint	23%
Stay the same	58%
Undecided	14%

Western NY

Reducing physical footprint	5%
Increasing physical footprint	21%
Stay the same	61%
Undecided	13%

Recruiting Workers: Difficult to fill positions

Which positions are most difficult to fill? Business' ranked responses are below:

All Industries/Statewide

1. Laborer

2. Administrative

3. Direct Support Professional

4. Registered Nurse

5. Maintenance

6. CDL Driver

7. Licensed Practical Nurse

8. Warehouse Worker

9. Carpenter

10. Social Worker

11. Housekeeper

12. Teacher

13. Sales

14. Machine Operator

15. Driver

16. Accountant

17. Mechanic

18. Cook

19. Engineer

20. Waiter

21. Customer Service Representative

22. Manager

23. CNC Machinist

24. Electrician

25. Welder

26. Project Manager

27. Front Desk

28. Dishwasher

29. Teaching Assistant

30. Security

Manufacturing/Construction

Statewide

Laborer

Carpenter

Machine Operator

CNC Machinist

Electrician

Welder

CDL Driver

Machinist

Engineer

Administrative

Project Manager

Assembler

Health Care

Statewide

Direct Support Professional

Registered Nurse

Licensed Practical Nurse

Social Worker

Home Health Aide

Personal Care Aide

Certified Nursing Assistant

Teacher

Maintenance

Teaching Assistant

Administrative

Housekeeper

All Other Industries

Statewide

Administrative

Laborer

Maintenance

CDL Driver

Warehouse Worker

Waiter

Cook

Housekeeper

Sales

Driver

Teacher

Accountant

Capital Region

Administrative

Laborer

Registered Nurse

CDL Driver

Direct Support Professional

Carpenter

Licensed Practical Nurse

Warehouse Worker

Waiter

Project Manager

Maintenance

Sales

Social Worker

Manager

Teacher

Central New York

Laborer

CDL Driver

Registered Nurse

Direct Support Professional

Administrative

Carpenter

Mechanic

Licensed Practical Nurse

Warehouse Worker

Maintenance

Sales

Machine Operator

Electrician

Social Worker

Driver

Finger Lakes

Laborer

Administrative

Registered Nurse

Maintenance

CDL Driver

Carpenter

Direct Support Professional

Social Worker

Electrician

Skilled Trades

Licensed Practical Nurse

Project Manager

Warehouse Worker

Engineer

Driver

Hudson Valley

Administrative

Direct Support Professional

Laborer

CDL Driver

Registered Nurse

Administrative

Social Worker

Driver

Licensed Practical Nurse

Carpenter

Housekeeper

Sales

Accountant

Project Manager

Mechanic

Long Island	Mohawk Valley	New York City	North Country
Administrative	Registered Nurse	Direct Support Professional	Laborer
Sales	Laborer	Administrative	CDL Driver
Warehouse Worker	CDL Driver	Social Worker	Carpenter
Direct Support Professional	Administrative	Registered Nurse	Administrative
Registered Nurse	Mechanic	Driver	Registered Nurse
Laborer	Licensed Practical Nurse	Maintenance	Social Worker
CNC Machinist	Warehouse Worker	Licensed Practical Nurse	Engineer
Licensed Practical Nurse	Direct Support Professional	Accountant	Direct Support Professional
Carpenter	Machine Operator	Laborer	Housekeeper
Accountant	Housekeeper	Security	Accountant
Driver	Manager	Carpenter	Mechanic
Manager	Carpenter	Customer Service Rep.	Manager
Engineer	Home Health Aide	Engineer	Front Desk
Customer Service Rep.	Driver	Home Health Aide	Maintenance
Personal Care Aide	Accountant	Waiter	Licensed Practical Nurse
	Southern Tier	Western New York	
	Laborer	Administrative	
	Administrative	Laborer	
	Carpenter	Registered Nurse	
	Registered Nurse	Maintenance	
	Direct Support Professional	CDL Driver	
	CDL Driver	Licensed Practical Nurse	
	Maintenance	Direct Support Professional	
	Licensed Practical Nurse	Machine Operator	
	Accountant	Warehouse Worker	
	Driver	Teacher	
	Social Worker	Manager	
	Electrician	Teaching Assistant	
	Sales	Mechanic	
	Manager	Carpenter	
	Mechanic	Sales	

Recruiting Workers: Why are positions difficult to fill?

Of the positions that are most difficult to fill, businesses said these were the top reasons why they were difficult to fill:

Reason (2021, Statewide, All Industries)	%	Reason (2022, Statewide, All Industries)	%
Lack of qualified candidates	48%	Lack of qualified candidates	49%
Availability of supplemental benefits	15%	Compensation	42%
Compensation	9%	Lack of applicants	23%
Lack of applicants	9%	Shift/Schedule	17%
Nature of work	5%	Applicants lack skills	16%
Competitive job market	3%	People aren't interested in work	16%
Shift/Schedule	2%	Nature of work	14%
		Lack of experience	14%
		Lack of follow-through	13%

Recruiting Workers: Why are positions difficult to fill? (cont.)

Manufacturing/Construction	%	Health Care	%	All Other Industries	%
Lack of qualified candidates	55%	Compensation	84%	Lack of qualified candidates	47%
Compensation	27%	Lack of qualified candidates	46%	Compensation	37%
Applicants lack skills	25%	Shift/Schedule	22%	Lack of applicants	24%
Lack of applicants	24%	Lack of applicants	18%	People aren't interested in work	18%
Lack of experience	19%	Nature of work	17%	Shift/Schedule	18%
People aren't interested in work	17%	Competitive job market	16%	Applicants lack skills	15%
Shift/Schedule	13%	Lack of follow-through	9%	Nature of work	14%
Lack of follow-through	13%	Location	8%	Lack of follow-through	14%

Capital Region	%
Lack of qualified candidates	49%
Compensation	44%
Lack of applicants	20%
Shift/Schedule	19%
People aren't interested in work	16%
Nature of work	16%
Applicants lack skills	16%
Lack of experience	14%

Finger Lakes	%
Lack of qualified candidates	54%
Compensation	43%
Lack of applicants	24%
Shift/Schedule	18%
Applicants lack skills	18%
Lack of experience	18%
Nature of work	14%
People aren't interested in work	13%

Long Island	%
Lack of qualified candidates	51%
Compensation	42%
Lack of applicants	23%
Applicants lack skills	15%
Lack of experience	15%
People aren't interested in work	13%
Shift/Schedule	11%
Lack of follow-through	10%

New York City	%
Compensation	51%
Lack of qualified candidates	48%
Lack of applicants	16%
Lack of experience	16%
Applicants lack skills	16%
Shift/Schedule	14%
People aren't interested in work	12%
Lack of follow-through	12%

Southern Tier	%
Lack of qualified candidates	48%
Compensation	43%
People aren't interested in work	20%
Shift/Schedule	19%
Nature of work	15%
Applicants lack skills	15%
Lack of experience	15%
Lack of applicants	14%

Central New York	%
Lack of qualified candidates	46%
Compensation	41%
Lack of applicants	21%
Shift/Schedule	20%
Lack of experience	17%
Applicants lack skills	16%
Nature of work	15%
People aren't interested in work	13%

Hudson Valley	%
Compensation	50%
Lack of qualified candidates	47%
Applicants lack skills	19%
Nature of work	18%
Shift/Schedule	16%
Lack of applicants	16%
Lack of experience	13%
People aren't interested in work	12%

Mohawk Valley	%
Lack of qualified candidates	49%
Compensation	39%
Lack of applicants	20%
Applicants lack skills	20%
Shift/Schedule	19%
Lack of follow-through	15%
Nature of work	15%
People aren't interested in work	14%

North Country	%
Lack of qualified candidates	45%
Compensation	34%
Lack of applicants	25%
People aren't interested in work	20%
Shift/Schedule	19%
Nature of work	18%
Applicants lack skills	15%
Lack of experience	11%

Western New York	%
Lack of qualified candidates	48%
Compensation	45%
Shift/Schedule	21%
Lack of applicants	21%
Lack of follow-through	16%
People aren't interested in work	16%
Nature of work	16%
Lack of experience	15%

Finding Talent

Businesses ranked their most used and most successful recruitment resources:

Popular Recruitment Tools

(Statewide, All industries)

%

Word of mouth / Networking through
current employees / Referrals 58%

Indeed 53%

Company website 46%

Facebook 37%

NYS Dept. of Labor/NYS Job
Bank/Jobs Express 35%

LinkedIn 30%

Third-party recruiter/head-
hunter/staffing firm 24%

In-person career fairs 21%

Most Successful Recruitment Tool

(Statewide, All industries)

%

Word of mouth / Networking through
current employees / Referrals 57%

Indeed 50%

Company website 18%

Facebook 14%

Third-party recruiter/head-
hunter/staffing firm 14%

Recruiting for Skills

Businesses identified both technical and non-technical skills lacking among job applicants and new employees:

Non-Technical Skills Lacking <i>(Statewide, All industries)</i>	2021	2022
Self-motivation	64%	70%
Timeliness/attendance	51%	55%
Communication skills	66%	52%
Attention to detail	58%	50%
Problem-solving/critical thinking	63%	48%
Time management	44%	32%
Ability to take criticism	40%	31%
Personal awareness	34%	27%
Teamwork	31%	24%
Customer service	24%	19%
English skills/grammar	31%	19%
Leadership	28%	18%
Conflict management	33%	17%
Decision-making	27%	16%
Basic math skills	30%	15%

Technical Skills Lacking <i>(Statewide, All industries)</i>	2021	2022
Basic computer use/computer literacy	47%	44%
Software proficiency in Excel	39%	32%
Mechanical technical / engineering	23%	19%
Email	19%	19%
Software proficiency in Word	23%	17%
Data analysis	15%	16%
Typing	19%	16%

Barriers

The most common barriers that prevent a business from hiring a job candidate or prevent the candidate from taking a job are:

Barriers (Statewide, All Industries)	2021	2022
Lack of experience	56%	50%
Self-motivation, initiative	37%	47%
Gap in salary and wage expectations	34%	45%
Transportation	30%	33%
Insufficient education/training	29%	32%
Scheduling	19%	26%
Child care	19%	24%
Lack of driver's license	19%	20%
Gaps in employment	16%	16%

Capital Region	%
Gap in salary and wage expectations	50%
Lack of experience	47%
Self-motivation, initiative	45%
Transportation	35%
Insufficient education/training	33%
Scheduling	26%
Child care	24%
Lack of driver's license	19%

Central New York	%
Lack of experience	55%
Self-motivation, initiative	49%
Gap in salary and wage expectations	47%
Transportation	40%
Scheduling	29%
Insufficient education/training	29%
Lack of driver's license	25%
Child care	24%

Finger Lakes	%
Lack of experience	55%
Gap in salary and wage expectations	49%
Self-motivation, initiative	48%
Insufficient education/training	33%
Transportation	30%
Scheduling	26%
Lack of driver's license	21%
Child care	18%

Hudson Valley	%
Gap in salary and wage expectations	51%
Lack of experience	49%
Self-motivation, initiative	44%
Transportation	37%
Insufficient education/training	34%
Scheduling	28%
Lack of driver's license	27%
Child care	24%

Long Island	%
Lack of experience	53%
Gap in salary and wage expectations	48%
Self-motivation, initiative	37%
Insufficient education/training	34%
Transportation	32%
Scheduling	23%
Child care	22%
Lack of driver's license	19%

Mohawk Valley	%
Self-motivation, initiative	55%
Lack of experience	46%
Gap in salary and wage expectations	45%
Transportation	37%
Child care	28%
Insufficient education/training	28%
Scheduling	23%
Lack of driver's license	23%

New York City	%
Lack of experience	55%
Gap in salary and wage expectations	46%
Insufficient education/training	38%
Self-motivation, initiative	33%
Transportation	29%
Scheduling	28%
Child care	22%
Lack of driver's license	20%

Southern Tier	%
Lack of experience	47%
Self-motivation, initiative	47%
Gap in salary and wage expectations	46%
Transportation	36%
Insufficient education/training	34%
Lack of driver's license	27%
Child care	25%
Scheduling	23%

North Country	%
Lack of experience	51%
Gap in salary and wage expectations	46%
Self-motivation, initiative	45%
Transportation	33%
Insufficient education/training	29%
Child care	28%
Scheduling	26%
Lack of driver's license	23%

Western New York	%
Lack of experience	51%
Self-motivation, initiative	48%
Gap in salary and wage expectations	46%
Transportation	35%
Insufficient education/training	33%
Scheduling	25%
Child care	23%
Lack of driver's license	21%

Training

Businesses identified the types of training they wish to offer, but are unable:

Training Desired, but Not Provided	2021	2022
<i>Statewide, All industries</i>		
Management/leadership dev. or training (internally/externally)	31%	31%
Mentoring/coaching	16%	29%
On-the-job training	13%	28%
Job shadowing	12%	20%
In-house online learning/professional development	18%	19%
Third-party online learning/professional development	24%	16%
Lunch-and-learns or similar programs	18%	15%
On-boarding training	9%	14%
Registered Apprenticeship programs	23%	14%
Simulation employee training	22%	12%

Training Desired, but Not Provided	Capital Region	Central NY	Finger Lakes	Hudson Valley	Long Island
Management/leadership dev. or training	29%	27%	32%	35%	23%
Mentoring/coaching	28%	28%	30%	31%	23%
On-the-job training	28%	31%	27%	27%	29%
Job shadowing	23%	23%	22%	22%	19%
In-house learning/professional dev.	18%	21%	20%	21%	17%
Third-party online learning/professional dev.	13%	11%	16%	20%	15%
Lunch-and-learns or similar programs	14%	13%	13%	18%	14%
On-boarding training	15%	16%	16%	13%	15%
Registered Apprenticeship programs	16%	16%	16%	18%	12%
Simulation employee training	11%	13%	13%	16%	11%

Training Desired, but Not Provided	Mohawk Valley	NYC	North Country	Southern Tier	Western NY
Management/leadership dev. or training	26%	38%	28%	30%	33%
Mentoring/coaching	26%	30%	23%	27%	32%
On-the-job training	24%	27%	27%	30%	28%
Job shadowing	19%	18%	24%	20%	22%
In-house learning/professional dev.	19%	21%	17%	15%	20%
Third-party online learning/professional dev.	11%	19%	13%	17%	16%
Lunch-and-learns or similar programs	11%	18%	14%	12%	15%
On-boarding training	10%	16%	13%	16%	14%
Registered Apprenticeship programs	18%	12%	14%	16%	13%
Simulation employee training	10%	16%	10%	14%	12%

Support Services

Businesses also identified the support services they currently offer and those they wish they could but are unable.

Support services for workers

(Statewide, All industries)

%

Education/tuition assistance or reimbursement	40%
N/A	39%
Mental health support	37%
Transportation assistance	13%
Access to low- or no-cost legal services	12%
Child care assistance	7%

Support services desired

(Statewide, All industries)

%

N/A	37%
Child care assistance	36%
Transportation assistance	26%
Education/tuition assistance or reimbursement	24%
Mental health support	16%
Debt repayment	14%
Access to low- or no-cost legal services	7%

Capital Region

%

Child care assistance	41%
N/A	32%
Transportation assistance	29%
Education/tuition assistance or reimbursement	21%
Debt repayment	15%
Mental health support	15%

Central New York

%

N/A	41%
Child care assistance	33%
Transportation assistance	27%
Education/tuition assistance or reimbursement	22%
Mental health support	13%
Debt repayment	12%

Finger Lakes

%

N/A	37%
Child care assistance	35%
Transportation assistance	25%
Education/tuition assistance or reimbursement	25%
Mental health support	17%
Debt repayment	13%

Hudson Valley

%

Child care assistance	39%
N/A	33%
Transportation assistance	29%
Education/tuition assistance or reimbursement	27%
Debt repayment	16%
Mental health support	14%

Long Island

%

N/A	37%
Child care assistance	32%
Education/tuition assistance or reimbursement	30%
Transportation assistance	26%
Mental health support	18%
Debt repayment	13%

Mohawk Valley

%

N/A	45%
Child care assistance	30%
Transportation assistance	25%
Mental health support	15%
Education/tuition assistance or reimbursement	13%
Debt repayment	10%

New York City	%
Child care assistance	40%
Education/tuition assistance or reimbursement	36%
N/A	28%
Transportation assistance	27%
Mental health support	23%
Debt repayment	19%

Southern Tier	%
Child care assistance	39%
N/A	38%
Transportation assistance	28%
Education/tuition assistance or reimbursement	20%
Mental health support	15%
Debt repayment	13%

North Country	%
N/A	40%
Child care assistance	39%
Transportation assistance	23%
Education/tuition assistance or reimbursement	16%
Debt repayment	10%
Mental health support	9%

Western New York	%
N/A	37%
Child care assistance	37%
Transportation assistance	30%
Education/tuition assistance or reimbursement	24%
Mental health support	15%
Debt repayment	14%